

Serco Management System: London Cycle Hire Scheme: Bicycle Maintenance Quality Standard - Guidance Notes

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Applicability:	This Work Instruction applies to all Serco employees, contractors and temporary staff who could be assigned to carry out maintenance tasks on the bicycles.
Summary:	This Guidance Note (GN) details the Quality Standard that all technicians are to work to. Any task carried out that does not meet this criteria as a minimum will be recorded as a Quality Control (QC) failure

DOCUMENT CONTROL

Version history			
Version	Date	Reason for release / version update	Issued by
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1.2	Feb 2021	Minor update from previous	
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Document approval			
Job Role	Name	Signature	Date approved

CONTENTS

DOCUMENT DETAILS	1
DOCUMENT CONTROL.....	1
CONTENTS.....	2
1 QUALITY STANDARD.....	3
2 OVERALL CONDITION.....	3
3 GENERAL	4
4 FRAME AND FORK.....	4
5 BASKET	5
6 STEERING	5
7 LIGHTS AND REFLECTORS	6
8 BRAKES.....	6
9 DRIVE.....	7
10 GEARS	8
11 MUDGUARDS.....	8
12 WHEELS.....	9
13 RECORDS	9
14 REFERENCES.....	9
15 CONTINUOUS PROCESS IMPROVEMENT.....	9
APPENDIX 1 - INVITATION TO COMMENT FORM	10

1 QUALITY STANDARD

This Guidance Note (GN) details the Quality Standard that all mechanics are to work to. Any task carried out that does not meet this criteria as a minimum will be recorded as a Quality Control (QC) failure.

The standard has been developed to ensure that all bicycles subject to service maintenance meet:

1. The standard expected by our Client, Transport for London (TfL)
2. Comply with the basic safety requirements set out in ISO4210, BS6102 and the Road Vehicles Lighting Regulations
3. Remain in safe and comfortable condition for the user for up to one (1) year
4. Reduce the impact of maintenance on the efficient provision of the scheme

The quality standard will be reviewed and revised as required in line with development of new technology and or changes to the standards governing bicycles, the provision of bike share schemes and public transport.

This document is not an instruction on how to maintain the London Cycle Hire bicycles. It is provided as guidance for quality assurance pass and fail criteria.

2 OVERALL CONDITION

ANY COMPONENTS NOT CORRECTLY INSTALLED WILL RESULT IN QC FAILURE

3 FRAME AND FORK

Frames and forks should be sound and free of any damage that could pose a risk to the user.

Frame	Particular attention to the head tube area for damage caused by Steering Stop assembly. Cracks in the frame will result in decommission.
Forks	Inspect fork stanchions for bending and any signs of cracking at wealds, splitting and flaking of the paint is often an indication of this.
Bike Number	Where bike numbers are missing, resulting in the number not being easily read from either side of the bicycle, the bicycle may be decommissioned. See Team Leader or Senior Mechanic for approval of any decommission.
Seat post	The seat post shall be free from excessive damage and wear and tear. The saddle clamp shall not rotate free from the post. Any cracks in the seat post are a QC fail. The seat post security tether shall stop the removal of the seat post from the bicycle.
Seat post Quick release	The seat post quick release (QR lever) shall clamp the seat post to resist rotation and hold it in position when in use. The clamp shall operate smoothly with adequate force applied to the cam lever. In operation the lever shall be comfortable to use, leaving no more than a small indent in the palm of the hand.
Kickstand	The kickstand shall be free of significant damage and wear and tear, and be correctly adjusted to hold the bicycle safely with the front wheel in any position.

Supervisor or Quality Manager must approve any possible decommission.

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